

Information Systems

Mission Statement

The mission of the Information Systems Department is to provide current technologically viable information services and support to meet the unique needs of City departments and to provide assistance to customers in their applications of personal computing solutions to facilitate accomplishment of their duties and the goals of the City.

Council Priorities Addressed

- Public Safety
- More Effective Communication with the Public

Major 2001/02 Priorities

- Address system & network vulnerabilities.
- Continue network diagramming & documentation to include updating of I.S. policies.
- Complete Library LAN / WAN upgrades.
- Perform HFS installation.
- Implement Virtual Private Network for secure remote access.
- Increase Police network redundancy.
- Install Water reclamation plant network control system.
- Implement Planning and Building WEB permitting analysis.
- Complete Police Department CAD software study for replacement.
- Carry out Magic Help Desk upgrade and enhancement.
- Complete Life Cycle Management implementation.
- Update Long Range IT Strategic Plan to include departmental needs.
- Implement IFAS upgrades to include Laser forms, Netsight, Imaging and Cold Storage software.
- Coordinate enhanced Disaster Recovery.
- Create enhanced Internet bandwidth control.

Programs and Program Goals

FY 2001/02

Administrative Program: To provide policy direction, leadership/vision, administration and fiscal management to enable the Department to achieve program objectives.

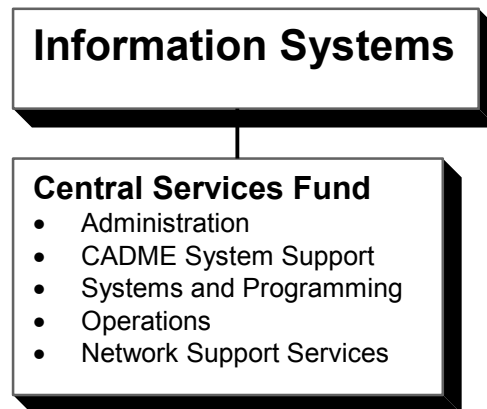
GIS Program: To provide integrated spatial analysis, mapping and spatial data coordination for City departments, their contractors and constituents to meet their GIS application and system integration requirements.

Systems & Programming: To design, develop, implement and support stable, secure and reliable computer applications for City departments in order that they may use these tools to maximize their services to their customers.

Operations Program: To provide a stable, responsive and secure computing environment through various computing systems and services for the City.

Network Support Services: To maintain and upgrade City computer equipment, software and systems to current vendor specifications, respond promptly to and correct problems reported through the City helpdesk enabling employees to deliver services to their customers.

Information Systems



Description of the Service

Administration is responsible for Citywide information systems solutions and long-term strategic technology direction. This focus includes identifying specific opportunities for automation, assisting in preparing requirements, releasing RFP's, evaluating proposals and selecting the best solutions to meet the City's needs.

GIS (CADME) program involves maintaining and operating automated Citywide mapping for access by multiple departments for associated engineering and enterprise activities.

Systems and Programming provides enhancements and maintenance to existing application programs. The program assists user and internal operations with software and procedural enhancements, as well as technical solutions.

Operations is responsible for the data center and daily operations of centralized systems and computer hardware. In addition, the Operations Program ensures the accuracy of input to the central computers, ensures output quality, and ensures that all jobs are scheduled, executed and delivered in a timely manner.

Desk Top, Servers and Network Support Services involves assisting other departments in planning, procuring, and integrating personal computers and related components into the Citywide network. Focus is on the continued development of standards so that compatibility is achieved and data sharing can be accomplished between departments.

Information Systems

Recent Accomplishments

- Began implementation of centralized help desk for all user support.
- Began implementation of Service Level Agreements to report IS performance.
- Created a separate test environment for IFAS to ensure security and availability.
- Parallel position budgeting module implemented for Budget Office.
- RPD Evidence Unit Digital Photography Storage System implemented.
- RPD Imaging Project Software installed and operational.
- RPD Vision RMS upgraded to Version 3.0.
- RPD Aviation Training Facility established.
- RPD Laptop Mobile Data Communications devices deployed.
- Expanded Web-based use of GIS.
- Integrated Hansen for Code with GIS.
- Replaced old Mainframe mailing label system with one using GIS data (used by Code and other departments).
- Planning Department Imaging Software installed.
- Planning Department Backfile scanning of Permits 90% completed.
- Expanded City accessibility on the Web by including forms, Online Municipal Code, and enhanced GIS features, streaming audio/video, and City Clerk On-Line.
- Public Utilities CIS enhancements including Postal Software for postal cost reduction.
- Implemented Fire View GIS Application integrated with Vision RMS.